GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:4059
ANSWERED ON:10.08.2016
Features of Tatkal Scheme
Dhotre Shri Sanjay Shamrao;Mahtab Shri Bhartruhari;Shewale Shri Rahul Ramesh

Will the Minister of RAILWAYS be pleased to state:

(a) the details of the inbuilt features of Tatkal scheme to protect its misuse by unscrupulous elements;

(b) whether cases of misuse of Tatkal scheme by unscrupulous elements have come to the notice of the Government since 2014 despite the said inbuilt features in it;

(c) if so, the details thereof, State/UT-wise;

(d) whether the Government has conducted any enquiry in such cases; and

(e) if so, the details and outcome thereof along with the number of railway officials found involved in such cases and action taken against them so far?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) to (e): A Statement is laid on the Table of the House.
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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) OF UNSTARRED QUESTION NO. 4059 BY SHRI SANJAY DHOTRE, SHRI BHARTRUHARI MAHTAB AND SHRI RAHUL SHEWALE TO BE ANSWERED IN LOK SABHA ON 10.08.2016 REGARDING FEATURES OF TATKAL SCHEME.

(a): Adequate safeguards have been built in the scheme to avoid misuse of the Tatkal scheme, some of which are as under:
i. One of the passengers booked on the ticket has to show the prescribed proof of identity (in original) during journey failing which all the passengers booked on that ticket are treated as travelling without ticket and charged accordingly.
ii. No refund is granted on cancellation of confirmed Tatkal ticket.
iii. The facility of change of name is not permitted on the booking made under Tatkal Scheme.
iv. The timings of opening of booking under Tatkal scheme on the opening day of reservation have been staggered to 1000 hours & 1100 hours on the previous day of journey from train originating station for AC and non-AC classes respectively.
v. Authorised ticketing agents have been restricted from booking Tatkal tickets during the first thirty minutes of opening of Tatkal booking i.e. from 1000 hours to 1030 hours and from 1100 hours to 1130 hours.
vi. Web service agents have been permitted to book only one Tatkal ticket per train per day.

vii. Maximum four passengers per PNR for Tatkal Tickets. Individuals are allowed only 2 Tatkal tickets per IP Address from 1000 hours to 1200 hours permissible and maximum number of tickets allowed to an individual user is 6 per month.
viii. Automatic log out after completion of one transaction.
(b) to (e): Whenever any instance of misuse of Tatkal scheme was brought to the notice, the root cause for such misuse was examined and remedial steps were taken by modifying the provisions of the scheme to plug the loopholes. Centralized statistics, State/Union territory wise regarding instances of such misuse is not maintained. However, since 2014 till date, instructions regarding modification in Tatkal scheme have been issued on six occasions.
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